
Subject: Access to WIC Services

Effective Date: August 1, 2006

Revised from: October 1, 2004

Policy: Local Agencies must make services accessible to all potential eligible applicants with special emphasis for employed persons, rural residents who may have transportation problems, people with disabilities, and persons with limited English proficiency.

Local Agencies must consider the best way(s) to provide program access in order to minimize the time spent away from work for potential applicants. At a minimum, at least one of the following methods must be used to improve program access:

- Extending clinic hours
- Being open over the lunch hour
- Scheduling clinics in remote locations
- Scheduling appointments outside of normal clinic hours or days

When establishing WIC clinic hours and procedures for scheduling appointments, each clinic shall consider processing standards. (Refer to CRT 02.00.00 Processing Standards and CRT 03.03.00 Certification & Recertification Appointments.)

Reference: CFR §246.4, CFR 246.7(b)(4) and (f)(2)

Procedure:

1. LA reviews current program schedules and services for their accommodation of potential working applicants, those with transportation concerns, people with disabilities, and persons with limited English proficiency.
2. LA initiates one or more strategies to improve accessibility by:
 - Referring to transportation services, where possible.
 - Conducting evening or Saturday clinics.
 - Extending clinic hours, including lunch hours, if needed.
 - Scheduling appointments outside of normal clinic days, if needed.
 - Locating clinics in areas frequently visited by potentially eligible people such as Hospitals, Social Security offices, Head Start facilities, or churches.
3. Follows Local Agency procedures when persons with disabilities or limited English proficiency are certified, receive nutrition education or need to communicate with staff.
 - a. Has interpreter services for those with limited English proficiency or access to a language line services as needed.
 - b. Holds WIC services in a handicapped accessible building or has a plan to provide services in an alternate location, as needed.

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4. Clinics shall set WIC clinic hours so that when a request for WIC services is made, there are WIC clinic hours available to meet processing standards. (Refer to CRT 02.00.00 Processing Standards and CRT 03.03.00 Certification & Recertification Appointments.)
 - a. Local agencies with one clinic site may set “WIC clinic days” more than 10 calendar days apart, provided appointments can be scheduled on other days in order to meet processing standards.
 - b. Local agencies with multiple clinic sites may set “WIC clinic days” more than 10 calendar days apart at a clinic if there are appointment times at the local agency’s other clinics that can be offered to meet processing standards.